| 1 | 2 | 3 |
|---|---|---|
| 33. | Saharsa | 1686 |
| 34. | Supaul | 851 |
| 35. | Madhepura | 1984 |
| 36. | Samastipur | 5598 |
| 37. | Rohtas | 8557 |
| 38. | Kaimur | 3107 |
| | TOTAL | 169165 |

**Functioning of Phulparaas Telephone Exchange in Bihar**

†2554. SHRI MANGANI LAL MANDAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Phulparaas Telephone Exchange under Madhubani Telephone District in Bihar is situated in flood prone area and often becomes inoperative and faulty;

(b) whether it is a also fact that Phulparaas Telephone Exchange is not functioning as per its total installed capacity and the disruption in its service and connection has become a common feature; and

- (c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Sir, it is c. fact that Phulparaas Telephone Exchange under Madhubani Telephone District is situated in flood prone area but it is functioning normally.

Last year, there was a severe flood in Madhubani District including Phulparaas area. The telephone exchange building was surrounded with water all around but water did not enter the exchange building because of its higher plinth. Tht telephone exchange was running smoothly during the period. However, STD/ISD services were disrupted during this period

†Original notice of the question was received in Hindi.

due to Optical Fiber Cable (OFC) cut off at many locations, having washed away.

(b) and (c) Sir, the telephone exchange is of 1000 lines capacity with 460 working connections. There is no waiting list at present in the town. The fault rate and fault clearance of the exchange is within reasonable limits. Regarding disruption in telephone services, the telephone exchange was disrupted on three occasions during the last six months due to failure of Engine Alternators, which were attended promptly. The average power availability in town is only for 3 to 4 Hrs. per day, sometimes the power is off for longer durations. Due to poor availability of main power supply, the telephone exchange performance is affected.

**Training to BSNL employees**

2555. SHRI S.M. LALJAN BASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that BSNL has not been able to improve its repair services in the rural areas of Andhra Pradesh;

(b) whether it is also a fact that BSNL has not been able to motivate its employees to give proper response to 197 enquiries and complaints on repairs etc.;

(c) the steps BSNL would take in Andhra Pradesh to motivate its employees to give better service and offer competition to the private telecom operators;

(d) whether any compulsory short-training session are planned for BSNL employees in Andhra Pradesh; and

(e) the details of steps planned by BSNL in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir.

(b) No, Sir.

(c) In BSNL there are career promotional schemes for different cadres of staff. In addition, annual awards in various staff categories are given at different levels i.e. SSA (Secondary Switching Area), Circle and National levels.

(d) Yes, Sir.